

# A *New* Perspective Through Outreach and In-reach



Richard D. Holcomb  
Virginia DMV Commissioner  
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# DMV <sup>2</sup>GO

- Fleet of five mobile offices
- Wireless, full-service
- Convenient locations: military bases, government centers, universities, assisted living and correctional facilities, festivals
- "Heaven on wheels"





# DMV Connect

- Partnership with Corrections and Juvenile Justice departments
- Issue ID cards to inmates pending release
- Portable equipment
- 24 state prisons, two local jails, one federal facility





# Military and Veteran Outreach

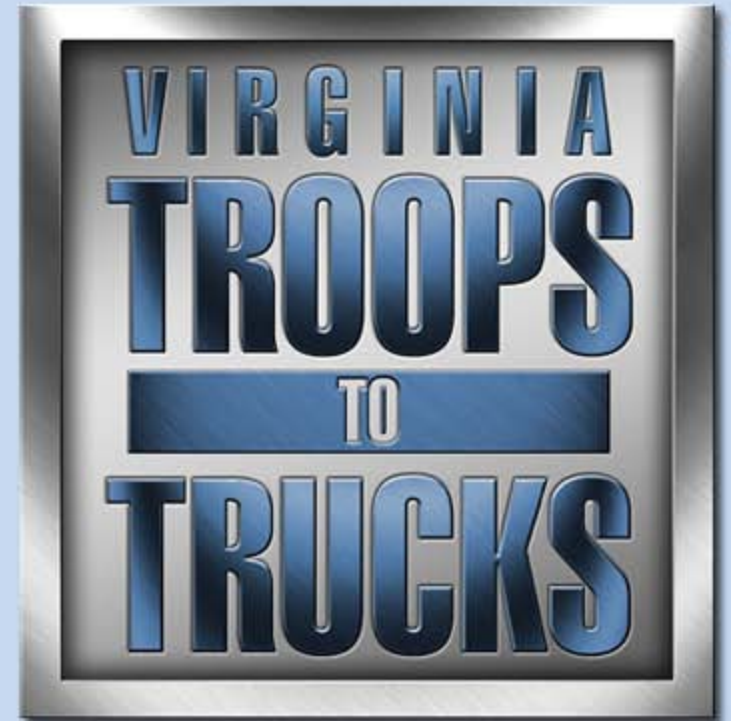
- Partnering with Virginia military to put DMV on installations
- Fort Lee Army base opened October 2012
- Fort Belvoir and Naval Station Norfolk, fall 2013
- Best practice guide available to AAMVA





# Troops to Trucks<sup>SM</sup>

- Training, testing, credentialing military for transportation careers after service
- Five military bases certified third-party testers for CDL
- Employment interest questionnaires to trucking and busing industry association partners



# Virginia Veterans ID Card

- Partnership with Department of Veterans Services
- New unique card indicates status for retail and restaurant discounts
- Available through DMV customer service centers, mobile offices and online
- More than 37,000 issued since May 2012





# Hunting and Fishing Licenses

- Partnership with Department of Game and Inland Fisheries (DGIF)
- Licenses available at all DMV locations
- Boat and trailer registration at DMV and DGIF
- Streamlined government







# Vital Records

- Partnership with Virginia Department of Health (VDH)
- Using Electronic Verification of Vital Events (EVVE) to certify birth records in 31 participating U.S. jurisdictions
- More than 4,000 since April 4, 2013







# Vital Records

- March 1, 2014, DMV to issue birth certificates over the counter
- January 1, 2015, DMV to issue death certificates, and marriage and divorce records



## Social Media

- Facebook and Twitter providing instant personalized service and customer satisfaction
- Proactive messaging, influencing
- 650 followers since May 2012





# Mobile App

- Android and iPhone
- More than two dozen transactions
- DMV office location finder with GPS, driving directions and average wait time display
- Sample exams
- News and alerts



# dmvNOW.com

- New website design
- Dynamic web technology for scalability regardless of size of device accessing
- Coming soon: online scheduling of road test appointments





Richard D. Holcomb  
Virginia DMV Commissioner  
Richard.Holcomb@dmv.virginia.gov  
(804) 367-6606

